



Policy/Procedure Name:	Parental/Carer Engagement Strategy	
Policy/Procedure Number:	SMT021	
Date of Approval:	23 rd October 2018	
Effective Date:	Sept 2018	
Revised Date:	August 2025	
Review by Date:	August 2027	
Policy/Procedure Author:	Members of SMT	
Policy/Procedure Owner:	Principal/CEO	
Management Committee Approved By:	SMT	
Governor Committee (where appropriate) Approved By:	Not applicable	
For Action By:	All Staff	
For Information to:	Parents and carers	
Approval requested to upload on the Treloar's Website:	Yes <input checked="" type="checkbox"/> (tick if requested)	
Who is carrying out EIA?	Lorna Woodcroft	Date of EIA 23 rd Feb 2026
Have we shown due regard for the 9 protected characteristics within the policy/procedure?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Are all opportunities to promote equality taken within the policy/procedure?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Refer Policy/Procedure to EDI Co-ordinator for further assessment	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

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1. Policy/ Procedure Aim

Treloar's believes that the strong and effective partnership working with students' families is key to a student's success. This policy outlines how we will communicate, work and support a student's family throughout their time at Treloar's and after they leave.

2. Letting us know if you, as parents/carers have any additional needs so we can ensure we communicate with you in a way that meets your needs

It is important that you let us know from your first interaction with Treloar's, if you have any additional needs e.g. physical disabilities including sensory impairments, learning disabilities or English is not your first language.

This will enable us to provide the right support and/or adapt our communication methods and plans to meet your needs.

Please advise our admission team of any additional needs, adaptations or reasonable adjustments you require.

3. Student Consent to communicate with their parents/guardians (Students over 16)

As a School and College we will communicate constructively with parents/carers. For students 16 and over, we communicate with the students' consent. Where we assess a student as lacking the capacity to give their consent, because of significant learning difficulties for example, we would assess whether this was in the student's best interests. In almost all cases we would consider it in a student's best interest to communicate with parents/carers.

4. Parent/Carer Involvement in the admissions process

- A virtual meeting with a member of the Admissions Team. To discuss Treloar's and how we work parents/carers and a prospective students' specific circumstances; including provision and funding. This discussion will provide advice on what next steps to take.
- Onsite assessments will include meeting with a representative from Education; a Speech and Language Therapist; Occupational Therapist; Physiotherapist; Nurse and a senior member of the Residential Team. From this assessment we determine if we can meet needs, provide an educational programme and have an appropriate peer group.

- Where possible, and when funding is agreed, we will arrange a 'transition visit' ahead of starting at Treloar's. These are individually arranged around a young person and their needs; all visits are bespoke.
- More information about the Treloar's admission process can be found in the School and College Student Journey procedure (SMT007)

Please note: some of the above activities may take place virtually, rather than on-site

5. Home: School/College Agreement

This document lists the main terms of the partnership agreement between the School/College, the student and their family. It is signed by all parties and provides details of each parties' commitment to work together to ensure the success of each student at Treloar's. It is issued at the beginning of the year to students' and families for them to sign.

6. Parent/Carer induction to Treloar's

- Parent carer / handbook provided which gives full detail about Treloar's key contacts, policies and procedures. This can be found on the Treloar's website.
- Transition visits to Treloar's are organised as required as agreed with Head of School/College and Head of Admissions, Funding and Contracts
- Home visits can be made before admission for school students and any relevant college students (as appropriate)
- Review of all risk assessments, care and medical information on the first day to ensure every student has a comprehensive Care Plan from their first day at Treloar's (YPP)
- New parent meetings and review of contract 6-8 weeks after starting School or College
- Our EYFS pupils receive 6 monthly reviews until they reach the age of 5
- We can, on occasion, provide overnight accommodation for families whilst their child is settling into Treloar's to support in this important transition.

7. Information about the curriculum

The School

- Curriculum Guides provided for parents each year – available on the website.
- Termly curriculum plan which includes key learning intentions/skills being taught, topics, key core vocabulary and signs plus ideas for linking homework at home
- Information about each subject for each phase and each pathway on website
- Parents Days

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- Via the Annual Review Process
- Opportunities to join school events across the year
- Monday drop in coffee mornings to network and meet other parents - led by Treloar's Parent Association
- Individual communication with parents from teachers as required
- Details of IEP targets and progress made, accessed at any time via our Parent Portal

The College

- Through the initial onsite assessment
- In the Course Information documents and the website
- Via the Annual Review Process
- Individual communication with parents from Tutors, as required
- Details of ILP targets and progress made accessed at any time via our Parent Portal

8. Parent/Carers information on our website

The Treloar's website contains areas under both the School and College dedicated to information for current parents, including term dates, handbook, newsletters etc.

9. Parent/Carers newsletter

Parent/Carer newsletters are issued every half term. They are published on the last day of each half term. These are sent to parents/carers via Groupcall, and are also available on the website to view in the 'Useful information for parents' section'

10. Communication from the Education and Multi-Disciplinary Team

10.1 Treloar School Parental Communication Plan:

Aims:

- To provide an overview detailing correspondence between school and home.
- To work collaboratively and effectively with parents to enable a consistent two-way dialogue.
- To support students in developing their academic, care and therapeutic skills across school and home.
- To ensure that all communication between school and home is clear, systematic and timely and manageable.

	Method of communication	Information	Frequency	Key contacts
1	Home school book (Blue)	Brief overview of learning Achievements/ interests from home Wellbeing	At least weekly (this may be by email if preference for this is stated) Book to be checked and signed daily for day students and every Mon am for weekly boarders	Form Teacher Lead SSA Team Leaders on the house
2	Via Email	Class newsletter	Weekly	Form Teacher Lead SSA
		School Newsletter to parents	Half termly	Head of School
		Termly curriculum info - Topics <ul style="list-style-type: none"> • Key vocabulary Key skills - including areas to link learning at home 	Start of Autumn, Spring and Summer Term	Teachers In consultation with MDT at planning meetings)
		Academic and Multi-disciplinary IEP targets and progress. Termly Academic targets for English, Maths and PSE	At any time-available on Parent Portal	Form Tutor and Student Progress Co-ordinator in consultation with MDT at planning meetings
3	Face to Face or virtual meetings via video conferencing	Parents Meetings	2 times a year (if you are unable to attend, we can arrange to speak to you on the phone to give an update on progress and plans for the term)	Teacher/MDT/Head of School

	Method of communication	Information	Frequency	Key contacts
		6 monthly reviews / Annual Review meeting	<ul style="list-style-type: none"> • Annual • 6 monthly for under 5's 	Student Progress Co-ordinator
		Onsite clinical meetings/appointments	As required and as per request	Appropriate member of MDT
		CIN Reviews/external meetings	Treloar's will attend where possible	Student Progress Co-ordinator will represent Treloar's and present information from the MDT
		Special Events and opportunities such as: <ul style="list-style-type: none"> • Sports Days • Transition Days • Assemblies • Parent workshops • Celebration Days 	Dates on Website As advised by newsletter	Head of School
4	Email	Absence request Absence notification – external appointment, religious observance	As required	Head of School
		General correspondence – for example: sharing of information; matters relating to EHCPs; ideas; informal complaints	We acknowledge your request within 48 working hours and respond appropriately when information needed for reply has been gathered/discussed	Student Progress Co-ordinator /Head of School/appropriate member of MDT

	Method of communication	Information	Frequency	Key contacts
		Formal complaint	As per the Complaints policy	Head of Safeguarding
		Nominations for Commitment to Excellence awards – parents’ opportunity to nominate a member of staff or a team of staff	Termly	PA Office to the CEO
5	Paperwork	Good News postcards	Hard copy sent home	MDT
		Annual Review report	Hard copy sent home	Student Progress Co-ordinator
		Home school agreement Including Therapy communication Signed by parent and Deputy Head/ Head of School	Hard copy sent home	Head of School
6	Email Telephone	Whenever this is deemed the most appropriate and effective means of communication	As required	Head of School/ Form Tutor/ Student Progress Co-ordinator/Team Leader

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- Please note if your child/young person 16 or over, they will need to provide their consent regarding the nature and frequency of our communication with you – see section two for more information

10.2 The College

- Please note all College students will need to provide their consent regarding the nature and frequency of our communication with their parents/guardians – see section 2 for more information

Nature of communication	Method of communication	Regularity
Introduction of the tutor/MDT and confirmation about the course of study and curriculum	E-mail	Once a year in September
Day to day business and information	Email/telephone – Tutor or PTC	As required
More sensitive communications	Establish time to phone - by email Telephone call or face to face meeting	As required
Newsletter	Via Email	Every half term
Class newsletter (if appropriate)	Via Email	Each half term
Progress information	At any time- available on Parent Portal	Linked to progress and achievement of targets
Curriculum course information guide	On website	Once a year in September
Parent/Guardian Days	On site visit Or Virtual via video conferencing	Once a year

11. Communication from the Residential team

- Your Child/Young person’s Team Leader will agree with you as part of your induction to the School and College (and with the consent of your child if they are 16 or over) how frequently you would like to be contacted about your child’s progress on the Residential House (e.g., weekly, fortnightly) and what

method of communication you would like (e.g., phone call, email, home: residential house book).

12. Communication from the Clinical Services teams

- Your Child/Young person's Therapists or Named Nurse will not contact you routinely, as the key contacts for regular communication at Treloar's are your child's Student Progress Co-ordinator, their Form Tutor/Tutor and their Residential Team Leader. However, they will contact you directly regarding your child/young person if they need to discuss anything with you.
- Clinical staff will always contact you if there are health matters to discuss, unless the student does not give permission for us to do so. For urgent situations we may need to seek medical advice before contacting you. See also CG054 Confidentiality of Medical Information and Consent to Treatment
- Parents or carers should advise Treloar's of any care providers, respite provision, hospices and other clinical professionals their child/young person is working with outside of Treloar's to that effective communication and working partnership arrangements can be put in place to best meet the needs of the student. See CG061 Guidelines for Managing External Clinical Professional Relationships policy for more information.

13. Enhanced Communication Plans

There will be occasions when parents/carers will need an enhanced or highly personalised communication plan with their child/young person's team at Treloar's.

Reasons could include (but not an exhaustive list):

- Parent/Carer has a ESOL need
- Parent/Carer has a Physical Disability, including hearing or sight need
- Parent/Carer has a Learning Disability need
- To support parent/carer wellbeing and clarity of communication with the MDT
- Student has an exceptional clinical need, which requires enhanced communication with their family
- Family member is unwell
- Risk of placement breakdown

Process:

1. It is identified that parents/carers/families require an enhanced communication plan (see appendix 1 for an example version of plan). This can be identified at any time e.g. during the admission process or due the student's placement.
2. The SPC will lead on developing the enhanced and personalised communication plan with support of the MDT. They may call a MDT meeting to help facilitate the completion of the proposed plan.
3. Parent/Carers or their advocates will be involved in creating the plan to meet their needs.
4. The proposed plan will be shared with Maria Sherwood, Progress and Transition Manager and the Head of School or Head of College for their advice and approval.
5. School Manager and College Managers meetings will regularly discuss those students those families who have an enhanced and personalised communication plan, to monitor their implementation and success.
6. Once finalised the enhanced and personalised communication plan will be recorded in the following places to ensure the whole MDT has access and is clear of its contents.
 - a. Databridge – Entered by the SPC or SPA
 - On the basic information page, under 'important information' it will state this student has an **enhanced communication plan (see document section)**

- The plan will be uploaded to the document section on Databridge. Documents can be found on the blue ribbon on the right hand side of the screen.
- Then click on Add Document (blue ribbon, right hand side of the screen), attach file from location stored, title as necessary and then ensure that you click the Category – Enhanced External Communication Plan.

b. Nourish

- The agreed plan will also be uploaded in external communication on Nourish. There will be a flag on their Critical

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Information page to show they have an enhanced communication plan

Critical Information

DIET
Assessment Not Yet Completed

MEDICAL CONDITIONS
Epilepsy
Gastrostomy button
Hearing loss (Hearing impairment)
Pica (Eats abnormal objects)
Tetrasomy 12p (Pallister-Killian syndrome)
Visual impairment

ABILITIES
Assessment Not Yet Completed

HIGH RISK
SPECIFIC EXTERNAL COMMUNICATION NEEDS
- please see care need before contact is made

STUDENT TYPE
Training / Testing
Onboarding (5 days)

ALLERGIES
Gentamicin
Lidocaine with prilocaine
Medical plasters (e.g Elastoplast)
Pollen
Tetracaine
Vancomycin

INTOLERANCE
None

Health

Quick reports [📄]

Quick notes
MEDICAL ALERT
MEDICINES PRESCRIBED - SEE EMAR

- This is generated by the student's Team Leader by importing the 'Communication with family' care need. The template is already completed with the relevant risks which populate the student's Critical Information page and no other information is required on the care need as it simply directs staff to see the Plan attached.
- The Team Leader will then attach the plan to this care need as an attached document and click the blue paperclip to ensure it is attached.

Health (Health Centre)

 **Communication with family**

Next Review Due 📅 Not set

IDENTIFIED NEED
 External communication to and from parents

LEVEL OF NEED
 Not Applicable

PLANNED OUTCOMES
 To support the student in their communication with parents/home and to respect their wishes

HOW TO ACHIEVE OUTCOMES
 There is a specific constraint for Health regarding communication with home. Her Father is the ONLY person who must be contacted if a nurse needs to make contact

INTERACTIONS
 External Communication

RISKS
 SPECIFIC EXTERNAL COMMUNICATION NEEDS - please see care need before contact is made
 Please see specific care need BEFORE communicating with home/parents

Likelihood	Impact	Risk
 4 High	x  3 Undesirable	=  12 Score

RESPONSIBLE PERSON(S)
 No information has been added here yet

REVIEW NOTE
 📅 20/11/2025 ⌚ 09:22
 Review: Communication with family
 Debbie Scott

14. In the rare case of aggressive or abusive behaviour:

We understand that people can become anxious and frustrated when they feel that matters, about which they feel strongly, are not being dealt with as they wish. If that escalates into aggression towards our staff, we consider that unacceptable. Any aggression or abuse directed towards our staff will not be tolerated.

- Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff to feel threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness. Swearing at members of staff will not be tolerated.
- We also consider inflammatory statements, remarks of a racial or discriminatory nature and false allegations, to be abusive behaviour.

How we manage abusive or aggressive behaviour:

- Staff have been advised not to tolerate any behaviour that they find aggressive, offensive or abusive.
- Staff have the right to end telephone calls and meetings if this were to occur and to inform senior management.

15. Communication challenges

The priority of staff is to ensure that **the needs of the students are being met and that they are being supported to make progress..** For this to happen the wider community (families, external agencies etc.) has a responsibility to ensure that the demands for communication do not exceed **that** outlined in Section 8.

- We consider that the demand / level of contact has become unacceptable when the amount of time spent responding to requests impacts on our ability to deal with the matter, or on our responsibility for carrying out tasks relating to other students.

A demand becomes unacceptable when it starts to, or when complying with the demand would impact excessively on the work of our staff. Or when dealing with the matter takes up an excessive amount of staff time and in so doing, disadvantages other students and members of the Treloar's community. For example:

- i. Repeatedly demanding responses within an unreasonable timescale
- ii. Demanding responses from several members of staff on the same subject;
- iii. Insisting on seeing or speaking to a particular member of staff when that is not possible;
- iv. Repeatedly changing the substance of an enquiry or complaint or raising unrelated concerns;
- v. Repeatedly posing a question, when a response has already been given
- vi. Requesting unreasonable levels of contact for example, when a large number

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of calls or emails are received from the same person in one day or over several days, to several members of the MDT

How we deal with other categories of challenging communication:

- Limit contact to telephone calls from the person at set times on set days;
- Restrict contact to a nominated member of staff who will deal with future calls or correspondence;
- Take any other action that we consider appropriate to the circumstances.

16 Parent/Carer Voice Surveys

- We will send out an annual Parent/Carer Survey to all parents/carers for them to complete.
- This will be supplemented by additional shorter surveys on specific topic/themes
- On a regular basis we will send out additional surveys on request of regulators (E.g. Ofsted/CQC) and local authorities.

17. Parent Governor

The Parent Governor is a person appointed by the Trustees to the Governing Body from the parents or carers of students at the School and College. That person has to meet the requirements of the Education (Non-Maintained Special Schools England) Regulations 2011 and any successor legislation. In essence this means that the Parent Governor represents the parents of students at the School, although their appointment can continue if the student is at College. Their appointment terminates either when the student leaves School or College, or at a maximum of 12 years, whichever arrives the soonest.

It is usual that the Parent Governor is a member of the Treloar's Parents Association and provides a report both on behalf of the PTA and as the Parent Governor to each Governing Body

18. Parent/Carer Events

There will be a number of parent/carers events over the course of each academic year in the School and College. You will receive information about these events in advance within our Parent/Carer newsletters and via Groupcall messages.

19. Parent/Carer Training/Workshops

Reasons for the offer:

- To support parents/carers in fully meeting the needs of their young people and to support the extension of their learning outside of Treloar's
- To provide support to parents/carers and their families
- To illustrate our commitment to the lifelong education of parents, carers, employers, and the wider community
- To meet the charitable objects of Treloar Trust

Each year we will host a wide range of parent training workshops on publicised dates. These workshops will often be via video conferencing to allow parents to attend remotely, whilst some will take place on site.

The topics covered by these workshops each year are determined by parent/carers feedback and requests.

20 . Parent/Carer Transition Support

Transition school Offer – for Parents

The role of the Student Progress Coordinator (SPC) at Treloar's for school students:

The SPC role is a vital part of a young person's journey at Treloar's. They are able to support students and parents in preparation for the next phase of education as they transition through school key stages and support the transition beyond school to college/alternative colleges

- Lead and coordinate Treloar's MDT meetings
- Attend CIN/ CLA meetings on behalf of MDT from year 9 up
- Arrange work experience if appropriate to aim of placement (year 11 up)
- Facilitate SW/CCG visits upon request
- Contact Parents and meet with students ahead of annual review meetings and ensure their views are captured as part of the process
- Coordinate reassessment meetings with the MDT
- Monitor EHCP Outcomes and the progress being made towards these
- Meet with students/parents if at a transition point to help prepare for next steps
- Update transition assessments and aims of placements (year 11 up)
- SPC can facilitate potential college visits in line with student's aspirations
- Ensure students have suitably challenging WEX/Transition Targets
- SPC is the key contact for external agencies

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- Student access to Careers lead for CEIAG interviews
- Supporting parents and YP with visits to alternative provision
- Home visits if required for a specific purpose

Transition College Offer

The role of the Student Progress Coordinator (SPC) at Treloar's for College students:

The SPC role is a vital part of a young person's journey at Treloar's. They are able to support parents to research potential future living placements and work with young people to establish their aim of placement (what they would like to achieve post Treloar's). They will support social workers and CCG colleagues working collaboratively in identifying potential placements.

Please note the role of the SPC is not to source and secure the future living placement, but to work alongside families, young people and external agencies (social care/CCGs). The responsibility of identifying future living placements remains the responsibility of the family, young person and CCG/Social Worker, where appropriate.

- The SPC will support with transition sessions within class, alongside the Tutor ; they may also use this slot for 1:1 work with students
- They will support the class or individual students to look at different types of future living placements e.g. supported living, residential care, nursing care and feedback to parents so they can follow up
- Lead and coordinate Treloar's MDT meetings
- Arrange work experience if appropriate to aim of placement
- Support the SW/CCG and family to look at future living placements and attend any meetings related to transition as part of a collaborative approach
- Contact Parents and meet with students ahead of annual review meetings and ensure their views are captured as part of the process
- Coordinate reassessment meetings with the MDT
- Monitor EHCP Outcomes and the progress being made towards these
- Meet with students/parents termly to discuss transition and how they may support the SW/CCG student and parent using a collaborative approach
- Update transition assessments and aims of placements as the student progresses through the college
- SPC can facilitate potential future living assessments/visits as proposed by social worker and/or CCG colleagues once potential placement identified
- Ensure students have suitably challenging WEX/Transition Targets

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- SPC will remain in contact for up to six months following transition
- SPC is the key contact for external agencies
- MDT provide comprehensive leavers reports, including lists of equipment and care plans to support assessments (with consent)
- Student access to Careers lead
- Home visits if required for a specific purpose

21. Parent/Carer Involvement in Annual Reviews

Parents/Carers will want to be involved in the Annual Review of their child/young person. Treloar's will ensure that Parents/Carers are provided with the correct information in a timely fashion. As far as possible the following is a guideline for sending information out to Parents/Carers.

- Parents/Carers sent details of proposed date of Annual Review approximately a term in advance and at that point the Parental Contribution form is sent to them, for completion.
- Six weeks prior to review Treloar School will send out a reminder for the Parental Contribution if not yet received.
- Two weeks prior to review Treloar College will send out a reminder for Parental Contribution if not yet received
- Two weeks prior to review a copy of the Pre-Review Paperwork is sent out to the Parents/Carers. If no Parental Contribution has been received by this time Parents/Carers are asked again if they would like to submit anything for the review.
- Day of Annual Review – Parents/Carers attend if they wish too.
- Two weeks after the review, a copy of the completed Annual Review Paperwork is sent out to the Parents/Carers by post.

22. Implications of Policy/Procedure

22.1 Communication Requirements

How will the Policy/procedure be communicated:	SharePoint Via Team meetings On the Parent Portal and Website Via the Parent Newsletter
Who will ensure the above communication is carried out:	Head of Quality Heads of School and College TPA
Do the changes made to this policy/procedure affect any other policies/procedures? If yes, has this been communicated to the policy/procedure author/owner	No

Who will ensure the above communication is carried out as made to this policy procedure in last 4 years

22.3 Inclusive communications

If you require this document in an alternative format, such as large print, audio description or a colour background, please contact Jo Cox at jo.cox@treloar.org.uk

23. Monitoring and Review

This policy will be reviewed once every two years as a minimum – earlier if required.

24. Links to other related policies, procedures or documents (internal)

- CG061 Guidelines for Managing External Clinical Professional Relationships
- SMT007 School and College Student Journey Procedure
- SMT022 Treloar's Parent Association Policy
- SMT091 Professional Visitors to School and College Learning environments policy and procedure
- CG054 Confidentiality of Medical Information and Consent to Treatment

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25. Revision History

Listed below is a brief audit trail, detailing amendments made to this policy procedure in last 4 years

Page/para No.	Brief description of the change(s)	Change made by	Date
Throughout	Updated content throughout to reflect removal of Parent Portal and current communication methods	Relevant SMT members	Nov 2021
Throughout	Updated content throughout to reflect current communication methods	Relevant SMT members	August 2023
Throughout	Minor updates Updated job roles Inclusion of targets now available on the parental portal	Jo Cox	August 2025
	Added in section on enhanced communication plans	Jo Cox	Jan 2026

IMPORTANT NOTES:

It is essential for those with designated responsibilities to familiarise themselves with the sources of information, referred to above.

Policy documents describe mandatory minimum standards and will be subject to audit and review. Line managers are required to ensure suitable and sufficient arrangements are in place to meet policy requirements, including the provision of information and instruction to staff.

Appendix 1 Enhanced external communication plan for Parents/Carers/Family

Student Name:			
Plan written by:			
Date plan was created:		Date plan due to be reviewed:	
Reason for enhanced plan:			
Parent/Carer ESOL Need <input type="checkbox"/> Parent/Carer Physical Disability, including hearing or sight need <input type="checkbox"/> Parent/Carer Learning Disability need <input type="checkbox"/> To support wellbeing and clarity of communication with the MDT <input type="checkbox"/>		Student has an exceptional clinical need which requires enhanced communication with their family <input type="checkbox"/> Family member is unwell <input type="checkbox"/> Risk of placement breakdown <input type="checkbox"/> Other <input type="checkbox"/> - Please state:	
Type/Purpose of communication	Detail of how	Frequency	Who is responsible
General day to day Home: school/college information			
Updates on student progress			
Curriculum information			

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Any non-urgent updates or information from the student's MDT			
Meetings arranged by Treloar's e.g. parent/carer events, annual reviews			
Non urgent clinical information			
Safeguarding concerns/urgent clinical information			
Emails to and from parents			
Any external clinical appointments e.g. Hospital, GP, wheelchair services			
Meetings arranged by the externals e.g. CIN meetings, Care assessments			

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